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Unlocking Cyber Talent: A Data-Driven Approach to Workforce Growth

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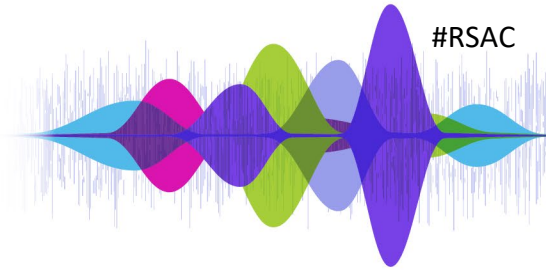

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Bits, Bytes and Loyalty

Many cybersecurity employees currently do not believe they are getting adequate professional development for career growth opportunities from their employers. This lack of investment in talent hampers retention efforts across the industry. Many employers fail to adequately invest in training programs and growth initiatives. Without the ability to actively expand their skills, employees become dissatisfied, leading to departures.

- Aspen Digital, 2023

Situation

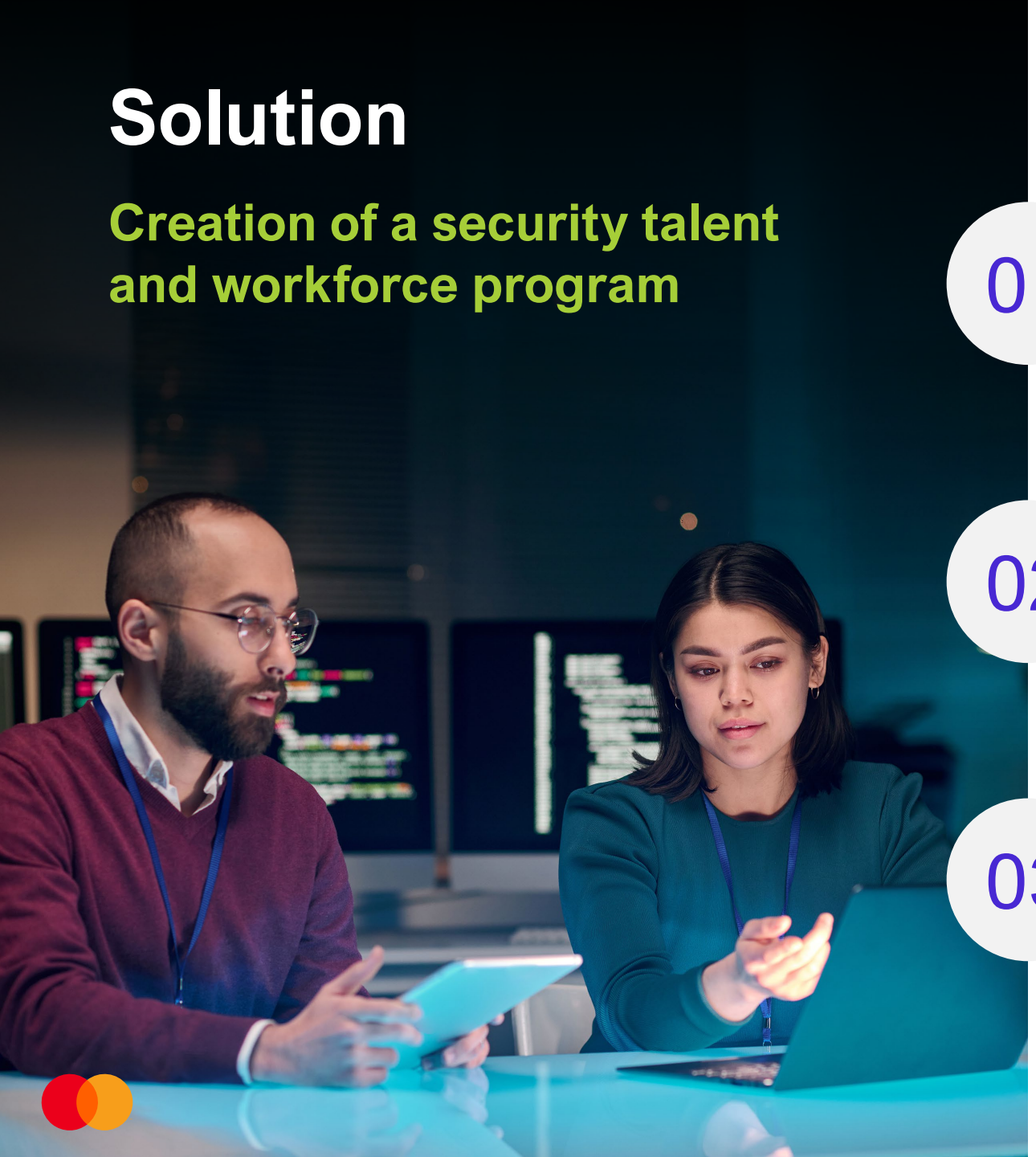
Cybersecurity talent shortage

Disparate recruiting and retention programs

Business as usual is **NOT** the answer

Solution

Creation of a security talent and workforce program



01 Bring disparate efforts into a concrete roadmap

02 Solve gaps in creative ways

03 Measure and optimize

Cyber Talent Program

Attract top talent

Talent always on

“Capture the Flag” intern event

NICE framework mapping

Pooled hiring events

Partnerships

Volunteerism

Upskill the workforce

Cyber Talent Hub

University partnerships

Training for retention and upskilling

Provide career mobility

“Unlocked” platform

Career mobility dashboard

Metrics and ROI

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Attract Top Talent

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Attract Top Talent

Everyone in Corp. Sec. represents the brand and a large amount of our employees are in the market as thought leaders.

Every time we're out is a time to represent the brand and to promote our organization to potential candidates.

Talent Always On

You may be asked to share your experiences in cybersecurity with an audience of students or career changers. Click here to automatically download this template to create your presentation and share the Corporate Security mission, values, roles, and more!

Attract Top Talent

What makes our student programs stand out?

Internship

Launch

INTERN CTF 2023

182 ENGAGEMENT HOURS

307 FLAGS CAPTURED

14 CTF PARTICIPANTS

100% UPTIME

1.62 TB RAM UTILIZED

6000 CHAMPIONS' HIGH SCORE

198 EC2 INSTANCES

782 TERRAFORM RESOURCES

306 VCPUS UTILIZED

"THE BEST EXPERIENCE OF THE INTERNSHIP."

"HUGE HIGHLIGHT OF MY TIME HERE."

"TONS OF FUN AND I LEARNED A LOT."

Attract Top Talent

NICE framework mapping:

White House commitment to the Office of the National Cyber Director – Cyber Workforce and Education Strategy

Job descriptions include NICE framework reference

Attract Top Talent: Job Description

Focus on aptitude and attitude

Clearly defined essential job responsibilities

Includes comparable experience, not just degree

Knowledge, skills and experience are realistic for role

NICE references provide standardized KSAs

Overview
The Corporate Security organization is looking for Information Security Analysts to join us in several of our internal departments. The ideal candidate is passionate about cybersecurity, highly motivated, analytical, and has a creative mindset.

In this role, you will:
- Support security measures and operate software to protect information and systems and monitor computer networks for security issues.
- Test and evaluate new technology, report possible threats or software issues to management
- Analyze security systems and seek improvements on a continuous basis
- Create/update team documentation, procedures and analytics
- Develop an understanding for security policies, regulatory compliance, and technical aptitude on complex technologies and strategies

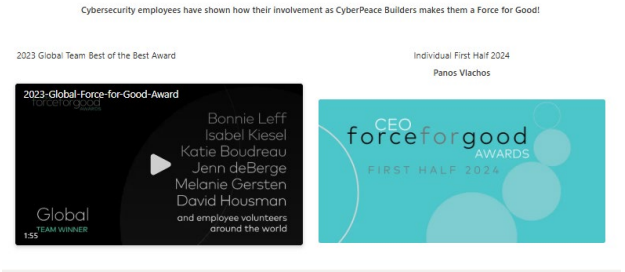
All About You
- Four-year degree in a related field (or certifications and comparable experience)
- Exposure to security, including network and internet systems security
  Strong written and oral communication skills
- Ability to identify and understand security terminology, concepts, and practices
- Some experience in security software/tools
- Ability to prioritize projects
- Critical thinking skills and the ability to solve problems as they arise
- Technical skills (i.e. code development, platform management, sys admin, etc.) and an understanding of security services (authentication, vulnerability management, access management, and/or log monitoring) are a bonus

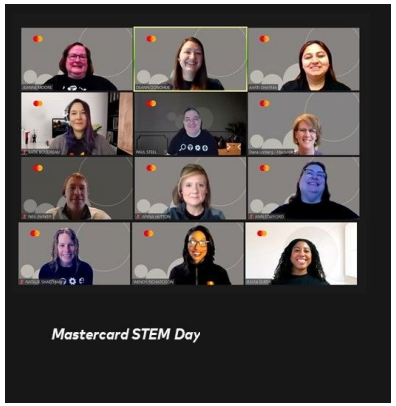
National Initiative for Cybersecurity Education (NICE) Framework references
This Mastercard role shares Knowledge, Skills, and Abilities with related NICE work roles:
- Defensive Cybersecurity
- Incident Response
- Vulnerability Analysis

Attract Top Talent: Volunteerism

CyberPeace Institute

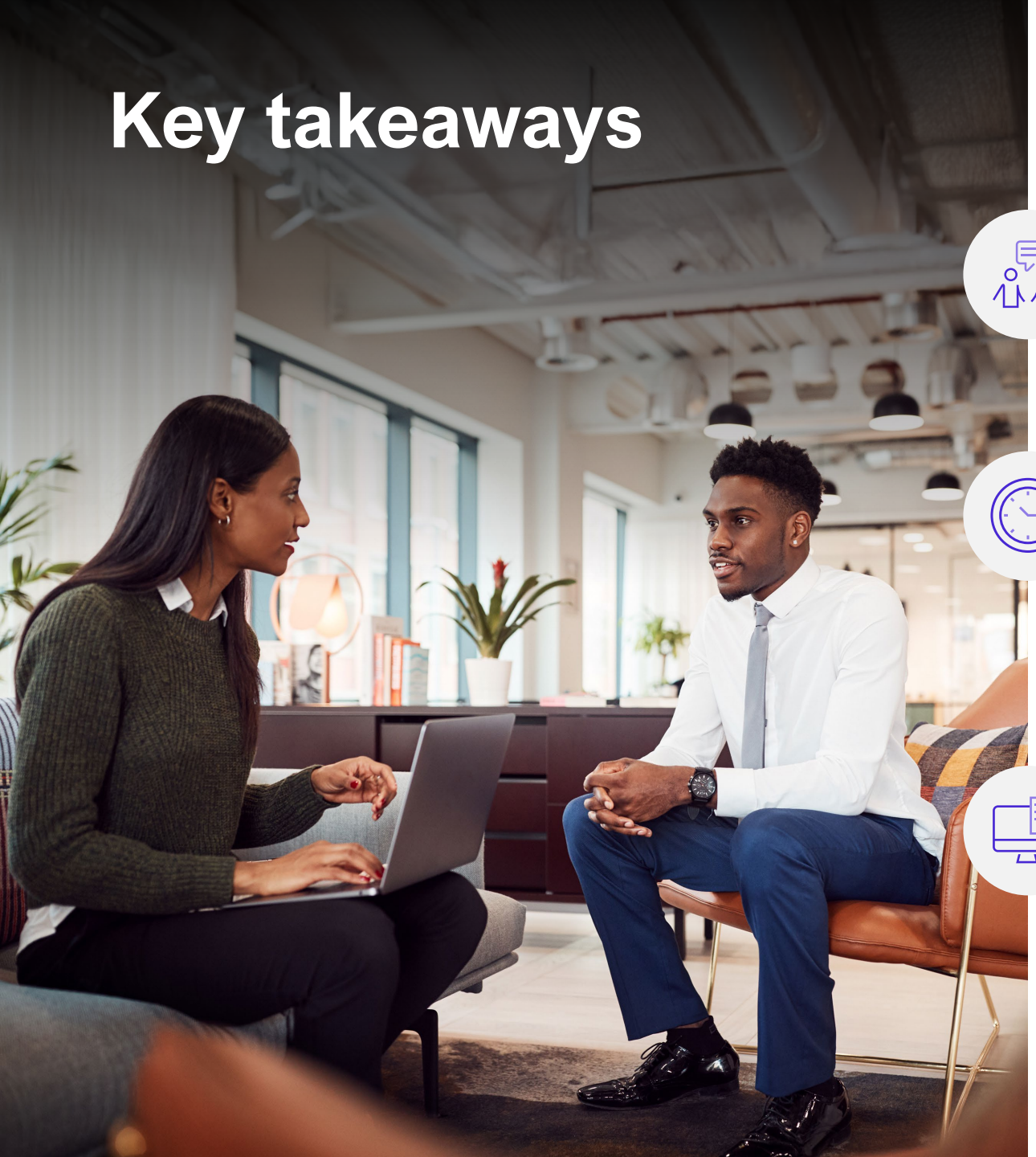
Boost employee engagement
Increase well-being
Improve retention





Kids4Tech
CyberPeace Builders
Mentorship

Key takeaways



Disparate recruitment and training programs

Created a program within Corporate Security to bridge the gap with recruitment and training teams.

Hiring time was lengthy

Utilized enhanced job descriptions to attract talent for pooled hiring events.

Expedited hiring time to three weeks from date of posting to job offer.

Experiences varied for external hires

Created an automated onboarding program to provide a consistent experience and departmental inclusion day one.

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Upskill the Workforce

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Live demo

Upskill the workforce

Formal Education: University Programs & Partnerships

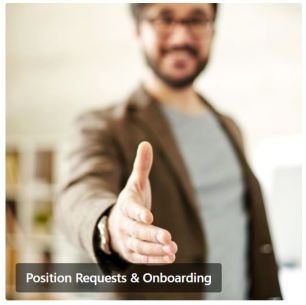
n this section you'll find information on educational platforms and programs for formal degrees including Mastercard-University Partnerships, as well as step-by-step guides for enrolling and Tuition Assistance.

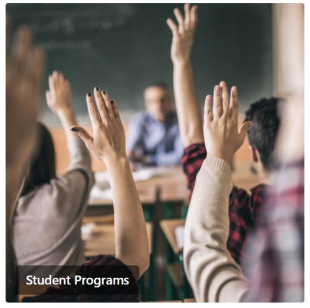
Informal Education: Training & Upskilling

Looking for information on career mobility with Corporate Security, or training and upskilling opportunities? In this section you'll find all that and more, including information and how to access platforms such as Cornerstone, Pluralsight, A Cloud Guru, LinkedIn Learning, and many more.

Corporate Security & Industry Certifications

Interested in earning a cybersecurity certification, such as the CISSP or CISM, or want to know about role-specific certification options and recommendations? Explore the Industry Certification options available for Corporate Security, as well as Tuition Assistance information.





Position Requests and Onboarding

Whether you're a Corporate Security new hire, Launcher, manager, or onboarding buddy, everything you need to get started on the right foot is here!

Student Programs

Look no further for information on Internships, the Launch program, Apprenticeships, the Cyber Talent Initiative, and more. Whether you're an intern or Launcher, or want to refer someone to these programs, you'll find all the info here.

Corporate Security Volunteers

Click here for information on outreach and volunteerism, TEAM hiring and events, and opportunities to be an ambassador for Corporate Security at Mastercard.

Join Corporate Security

Interesting in joining the Corporate Security team? Click here for information and helpful tools to guide your career.

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Provide Career Mobility

Provide career mobility

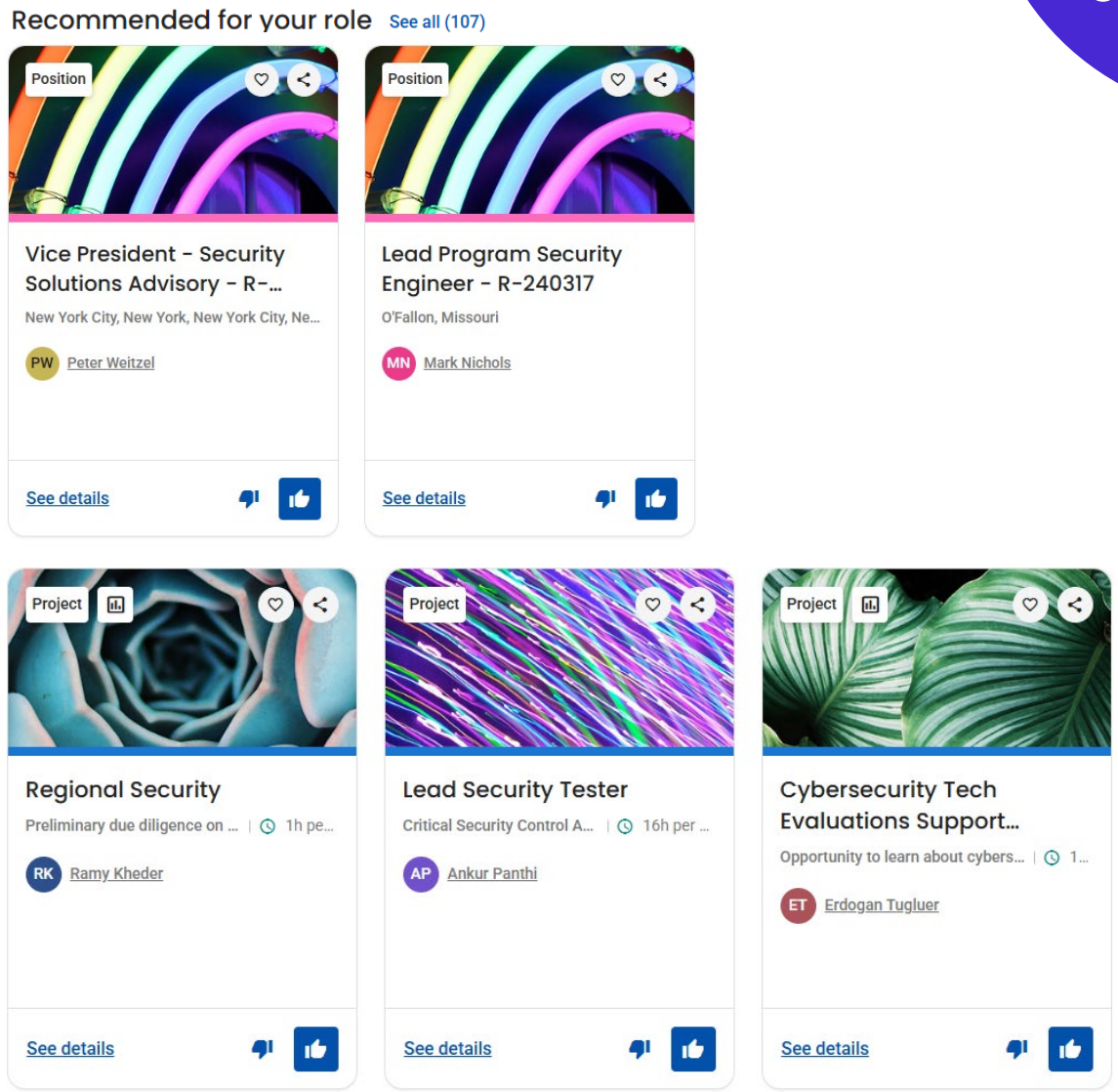
Strong engagement

Cross-functional mentorship

Increased exposure

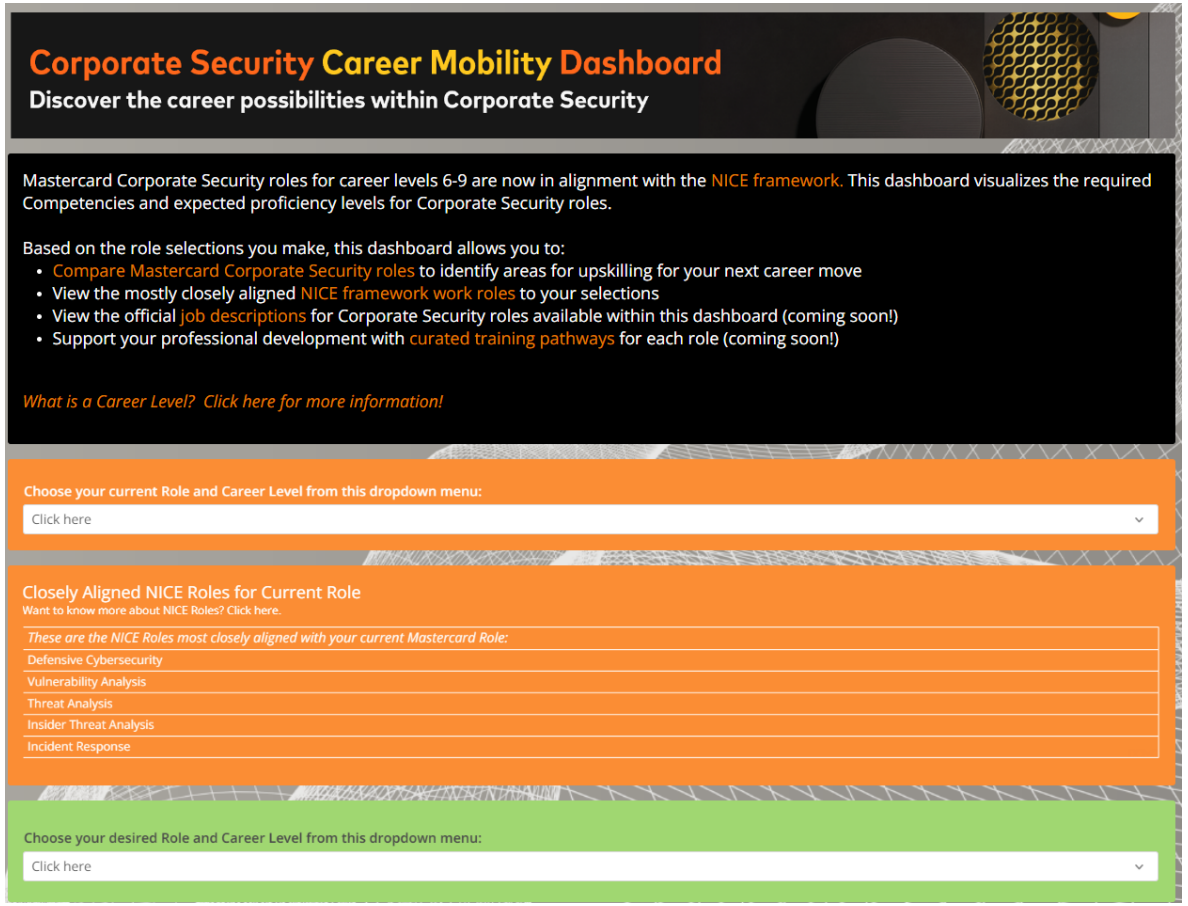
Targeted opportunities

Empowered career development



Live demo

Provide career mobility


Corporate Security Career Mobility Dashboard
Discover the career possibilities within Corporate Security
Mastercard Corporate Security roles for career levels 6-9 are now in alignment with the NICE framework. This dashboard visualizes the required Competencies and expected proficiency levels for Corporate Security roles.
Based on the role selections you make, this dashboard allows you to:
• Compare Mastercard Corporate Security roles to identify areas for upskilling for your next career move
• View the mostly closely aligned NICE framework work roles to your selections
• View the official job descriptions for Corporate Security roles available within this dashboard (coming soon!)
• Support your professional development with curated training pathways for each role (coming soon!)
What is a Career Level? Click here for more information!
Choose your current Role and Career Level from this dropdown menu:
Click here
Closely Aligned NICE Roles for Current Role
Want to know more about NICE Roles? Click here.
These are the NICE Roles most closely aligned with your current Mastercard Role:
Defensive Cybersecurity
Vulnerability Analysis
Threat Analysis
Insider Threat Analysis
Incident Response
Choose your desired Role and Career Level from this dropdown menu:
Click here

Choose your current Role and Career Level from this dropdown menu:
BSE - Business Security Engineer (9)
Closely Aligned NICE Roles for Current Role
Want to know more about NICE Roles? Click here.
These are the NICE Roles most closely aligned with your current Mastercard Role:
Defensive Cybersecurity
Vulnerability Analysis
Threat Analysis
Insider Threat Analysis
Incident Response
Choose your desired Role and Career Level from this dropdown menu:
Network & System Vulnerability Assessment (7)
Closely Aligned NICE Roles for Desired Role
Want to know more about NICE Roles? Click here
These are the NICE Roles most closely aligned with your desired Mastercard Role:
Defensive Cybersecurity
Cybersecurity Workforce Management
Network Operations
Program Management
Secure Project Management
Top 5 Career Pathways for Current Role and Level: BSE - Business Security En...
This card shows the five Mastercard Roles most aligned with the current Role/Level selected, based on skillset compatibility.
60
40
20
0
56%
53%
50%
48%
48%
Operational Resilience (10)
TPM - Technical Program Manag...
Secure SDLC (10)
Security Operations Anal...
CAE - Crypto Governance (9 S...
Corporate Security Job Descriptions
Coming Soon: Click here to view the Job Description for your desired role.
COMING SOON!

Apply these steps to create a career mobility dashboard

01

Align your roles to NICE work roles.

02

Develop training in collaboration with subject matter experts and learning partners.

03

Leverage available resources to design a user-friendly dashboard.

Apply these steps to create components of a Cyber Talent program

01 Take assets and create a central hub page.

02 Create partnership with training; determine if cyber specific curriculum is available.

03 Create partnership with recruiting; develop programming (for your cybersecurity needs).

04 Review and enhance job descriptions.

05 All employees are brand ambassadors. Utilize them!

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Thank You!

For more information, contact us at:
cyber.talent@mastercard.com

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